

NEW HAMPSHIRE

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from New Hampshire Consumers = 1,377



Fraud Complaints from New Hampshire Consumers = 1,028

Top Fraud Complaint Categories for New Hampshire Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	217	21%
2	Internet Services and Computer Complaints	176	17%
3	Prizes/Sweepstakes and Lotteries	106	10%
4	Advance-Fee Loans and Credit Protection/Repair	103	10%
5	Shop-at-Home/Catalog Sales	87	8%

¹Percentages are based on the total number of fraud complaints from New Hampshire consumers (1,028).

Amount Paid Reported by New Hampshire Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
1,028	\$927,901	786	76%	\$1,181

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by New Hampshire consumers (786).

Top New Hampshire Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Manchester	106
Nashua	78
Concord	44
Merrimack	27
Rochester	26



IDENTITY THEFT
Data Clearinghouse

Identity Theft Complaints from New Hampshire Victims = 349

Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	178	51%
2	Phone or Utilities Fraud	63	18%
3	Bank Fraud	32	9%
4	Loan Fraud	28	8%
5	Government Documents or Benefits Fraud	21	6%
6	Employment-Related Fraud	12	3%
	Other	80	23%
	Attempted Identity Theft	32	9%

¹Percentages are based on the 349 victims reporting from New Hampshire. Percentages add to more than 100 because approximately 21% of victims from New Hampshire reported experiencing more than one type of identity theft.

Top New Hampshire Identity Theft Victim Locations

Victim City	No. of Victims
Manchester	41
Nashua	32
Derry	14
Londonderry	9
Merrimack	9